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*Journal of Management Education* 30(6)p.789-804

*Journal of Management Inquiry* 18(6)

*Journal of Management Education* 30(6)p. 789-806  
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1. The first step in the process is to identify the problem. This involves gathering information about the situation and understanding the needs of the stakeholders involved.

*Journal of Management Studies*, 36(7), 809-826.

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